
The Booz-Allen report said *GPO Access* “is one of the Federal Government’s largest and most active websites” and suggested that GPO seek additional funds from Congress to expand this program.

The report said GPO’s depository library program “is well managed, provides a valuable public service, and is respected by the library community.” The auditors also found strong support for GPO to make an increasing amount of Government information available electronically, free of charge, over the Internet and praised the success of *GPO Access*.

The Booz-Allen report said *GPO Access* “is one of the Federal Government’s largest and most active websites” and suggested that GPO seek additional funds from Congress to expand this program. In addition, the report said “GPO has successfully implemented new I/T (information technology) capabilities in many parts of the organization.”

The report contained a number of specific recommendations to improve the efficiency and effectiveness of GPO’s programs. Many of the recommendations addressed the need for investment to offset the effects of reduced spending and downsizing pursued by GPO in recent years. By year-end, action was underway on approximately 75 percent of the recommendations. The audit report is available online via the GAO’s website.

***GPO Access* Selected As One Of The “Best Feds On The Web”**

GPO Access was named one of the “Best Feds on the Web” by *Government Executive* magazine in 1998, adding to the list of awards garnered by this popular website.

GPO Access was one of just 15 Federal websites to be selected for this award. In 1997, the General Accounting Office identified 4,300 websites in the Federal Government (GAO, “Internet and Electronic Dial-Up Bulletin Boards: Information Reported by Federal Organizations” GAO/GGD-97-86, 6/16/97). *GPO Access* was the only website in the legislative branch to be selected.

In making its selections, *Government Executive* said it picked “the sites we thought went above and beyond the typical ‘home page’ . . . Some of the better known and flashier Federal sites didn’t make the list because we felt they didn’t go the extra mile to serve their customers.” To be designated one of the “Best Feds on the Web,” *Government Executive* said each site had to:

- provide excellent customer service to the public by having a well-designed site that includes a large amount of useful information;
- use the Web to improve business practices in their agencies or across Government; and
- make use of new technologies that other Federal sites should consider emulating.

Government Executive said *GPO Access* “provides free electronic access to a wealth of important information published by the Government. The site offers Government information databases for online use, individual Federal agency files available for downloading, and tools to assist in finding Federal information and user

support. Through just this one site, you can access the *Federal Register*, the *Congressional Record*, the *Commerce Business Daily*, and many more publications. It doesn't get more convenient than that."

In a May 15, 1998, letter to Public Printer Michael DiMario, Vice President Al Gore congratulated GPO "for the excellent customer service you are providing through your website." The Vice President said, "your organization continues to serve as an excellent model for other Federal agencies on how to provide an interesting and easy-to-use website, providing consumers hassle-free access to Government services. Your innovative web site encourages consumers to contact your agency and to take advantage of the many services which you provide."

The *Government Executive* award was one of many that have been won by *GPO Access*. Others include a 1994 Technology Leadership Award and the 1995 James Madison Award. In 1997, *GPO Access* and the Commerce Department jointly earned a Hammer Award from Vice President Gore's National Performance Review for creating the new electronic *Commerce Business Daily*, known as *CBDNet*.

Also, in a 1998 review of *GPO Access*, *Federal Computer Week* magazine said, "in a web environment overrun by sites that are the equivalent of a Hollywood movie set, where style takes precedence over substance, the GPO site stands out as an unassuming, information-rich offering."

Public Use Of Online Budget Jumped More Than 500 Percent

As President Clinton's Fiscal Year 1999 Budget was released for sale to the public in GPO bookstores and through telephone mail orders in early 1998, thousands of Americans were reviewing the individual budget documents through *GPO Access*.

The public's use of the online budget in 1998 contrasted sharply with the use of the online budget the year before. In 1997, the budget documents were released online the same day paper copies went on sale from GPO. At that time, first day sales were 7,918 copies while *GPO Access* hits for the budget documents were 10,149.

In 1998, the paper budget and the online documents were again released the same day. This time, however, 7,390 paper copies were sold, while *GPO Access* hits for the budget documents jumped to 64,428, an increase of 535 percent.

New Computer-To-Plate Technology Reduces Costs, Improves Quality

In 1998, GPO acquired state-of-the-art computer-to-plate technology that will dramatically reduce costs, improve press-ready plate quality, and expedite the processing of prepress work. The acquisition of the two computer-to-plate (CTP) systems for \$1.4 million will generate savings to the taxpayer of \$7.3 million in just 3 years. The new systems are scheduled to be fully operational in 1999.

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